

DTS Enterprise Incident Report

As of 2/1/2011

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Administrative Services	102	4	106
	25	0	25
Customer Company Total	102	4	106
	25	0	25

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Administrative Services	102	4	106
	29	1	30
Customer Company Total	102	4	106
	29	1	30

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Administrative Services	102 1.18	4 1.04	106 1.17
Customer Company Total	102 1.18	4 1.04	106 1.17

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Administrative Services	102	4	106
	11	1	12
Customer Company Total	102	4	106
	11	1	12

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Administrative Services	102 4.21	4 2.92	106 4.16
Customer Company Total	102 4.21	4 2.92	106 4.16

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Detail

INC000000236233	Gina Strack Capitol Hosting	Server Mike Tyrrell	Performance Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.21 102.96
INC000000237682	Joel Reeder Capitol Desktop Support	Application Chad Poll	Error Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.41 1.41
INC000000237684	Arleen Hearld Capitol Desktop Support	Application Paul Ross	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.98 1.99
INC000000237757	Dan Martinez Capitol Hosting	Network Curtis Parker	Password Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.95 50.97
INC000000237825	Marcie Handy Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.25
INC000000239527	Heidi Stringham Metro B Desktop Support	Application Cindy Reed	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.61
INC000000239739	Jennifer R Hardy Metro C Desktop Support	Application Troy Buchanan	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239741	Enzo Calfa Help Desk	Network Vicky Marrelli	Password Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240193	Susan Vogel Metro D North Desktop Support	None Ruston McKay	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240512	Gina Strack Voice Operations	Telecom Annette Nielsen	Dial Tone Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240617	Larry Simpson Help Desk	Network Brenda Treadway	Error Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.64 1.64
INC000000240638	Marilee Richins Capitol Hosting	Application Matt Dunlap	None Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.58 21.79
INC000000241000	Russel Greer Help Desk	Application Brenda Treadway	Password Administrative Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.30
INC000000241294	James Brown Help Desk	Application Vicky Marrelli	Password Administrative Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000241395	Annette Julander Help Desk	Application Vicky Marrelli	Password Administrative Services	Finance Data Warehouse Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.45
INC000000241444	Emily Barnes Rural Central Desktop Support	Application Paul Petersen	None Administrative Services	ProjectWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.96

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INC000000241522	Matthew Boyer Capitol Desktop Support	Application Scott Wunderlich	Reporting Administrative Services	Microsoft Office Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.03 2.03
INC000000241673	Joel Reeder Capitol Desktop Support	PC/Laptop Chad Poll	Hardware Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.23 3.78
INC000000241810	Mike Ambre Application Services	Mobile Devices Danielle Hood	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 2.34
INC000000242031	Brian Spencer Capitol Desktop Support	PC/Laptop Chad Poll	Performance Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000242233	Elizabeth Perkes Application Services	None Tony Larsen	None Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.09 3.02
INC000000242339	Arleen Hearld Capitol Desktop Support	PC/Laptop Paul Ross	Performance Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.29
INC000000242348	Arleen Hearld Capitol Desktop Support	None Paul Ross	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000242570	Susan Vogel Metro D North Desktop Support	Network Ruston McKay	None Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.24 2.43
INC000000242739	Patricia Smith-Mansfield Metro B Help Desk	Application Val Shepherd	None Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000242880	John Koerner Help Desk	Application Brenda Treadway	Error Administrative Services	Action Request System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000243017	Tim Parkinson Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243194	Arleen Hearld Capitol Desktop Support	Application Peter Musser	Reporting Administrative Services	BMI Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 3.60
INC000000243250	Linda Crawford Capitol Desktop Support	Print/Copy/Scan/Fax Brian Bintz	Error Code Administrative Services	None Medium	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.96 2.96
INC000000243508	Brian J Davis Metro B Desktop Support	Application Michael Barth	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.72
INC000000243640	Scott Bingham Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243940	Linda Crawford Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243947	Priscilla Anderson Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000243953	Linda Crawford Capitol Desktop Support	Print/Copy/Scan/Fax Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.20 2.41
INC000000243991	Oscar Fernandez Capitol Desktop Support	Network Scott Wunderlich	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.84 2.07
INC000000244075	Jan Rogerson Capitol Desktop Support	Network Scott Wunderlich	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.25 5.65
INC000000244087	Jan Rogerson Capitol Desktop Support	Network Scott Wunderlich	Password Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.17 5.58
INC000000244152	Jordan Searle Voice Operations	Telecom Lois Schow	Feature Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.84
INC000000244260	Debbie Hood Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	Incident Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000244264	Donald Marchant Metro B Help Desk	Network Janet Hongsyvilay	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.22
INC000000244284	Anne Stehno Help Desk	None Brenda Treadway	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000244571	Doug Stout Metro B Help Desk	Application Janet Hongsyvilay	None Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.17
INC000000244582	Robert D Johnson Capitol Desktop Support	PC/Laptop Peter Musser	Hardware Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 2.02
INC000000244590	Larry Simpson Application Services	Application Martin Gonzalez	Reporting Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.92 28.27
INC000000244697	Brian Spencer Capitol Desktop Support	Print/Copy/Scan/Fax Chad Poll	Incident Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000244942	Scott Sutherland Metro B Desktop Support	Application Michael Barth	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 1.55
INC000000244982	Debbie Hood Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	Incident Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 1.30
INC000000245779	Julie Thompson Help Desk	Application Sarah Johnson	Password Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.66
INC000000245854	Anne McNally Help Desk	None Vicky Marrelli	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000245946	Donald Marchant Metro B Desktop Support	Network Michael Barth	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 5.15

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INC000000245956	Sue Hoskins Application Services	Application Martin Gonzalez	Reporting Administrative Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.39 3.95
INC000000246021	Rod Swaner Metro B Help Desk	Application Val Shepherd	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.53
INC000000246100	Linda Crawford Capitol Desktop Support	Application Scott Wunderlich	Reporting Administrative Services	ProjectWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.49 4.49
INC000000246529	Gail Youngblood Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000246851	Jeff Rose Capitol Desktop Support	Application Chad Poll	Error Administrative Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 3.22
INC000000246908	Paul Ferguson Capitol Desktop Support	Application Tracy Goble	Error Administrative Services	ZENworks for Desktops Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	20.29 25.67
INC000000247281	Brian R Bales Application Services	Application Martin Gonzalez	Error Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.20 19.17
INC000000247435	Eric Turner Metro D North Desktop Support	None Ruston McKay	None Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.40
INC000000247542	Bret Burgon Metro D Help Desk	None Doug Brown	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000247789	Joel Reeder Capitol Desktop Support	PC/Laptop Chad Poll	Virus Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000248104	Kurt Baxter Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.81 3.31
INC000000248304	Dorothy Phillips Metro B Help Desk	Application Val Shepherd	None Administrative Services	Housing and Community Develo Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000249075	Brian Spencer Help Desk	Application James Stearns	Reporting Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.36
INC000000249176	Mike Broschinsky Capitol Desktop Support	Network Peter Musser	Password Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.58 0.58
INC000000249375	Gail Youngblood Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000249857	Susan White Capitol Desktop Support	PC/Laptop Scott Wunderlich	Hardware Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.03 7.03
INC000000249911	Elizabeth Perkes Capitol Hosting	Server Curtis Parker	Performance Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	23.20 23.20

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INC000000250033	Scott Blackham Capitol Desktop Support	Network Peter Musser	Password Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.56
INC000000250034	Darrell Swensen Capitol Desktop Support	Application Peter Musser	Password Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.60
INC000000250176	Mindy Spring Metro B Desktop Support	Application Michael Barth	Error Administrative Services	Microsoft Access 2003 Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.26 7.00
INC000000250185	Dave McKay Capitol Desktop Support	Application Scott Wunderlich	None Administrative Services	ZENworks for Desktops Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.01 3.01
INC000000250728	Sue Hoskins Capitol Desktop Support	Application Brian Bintz	Error Administrative Services	Adobe Media Player Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.74 3.74
INC000000250751	Ken Hansen Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000250828	Lanea Blosser Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.29 1.29
INC000000251017	Sophia Manousakis Capitol Desktop Support	Network Peter Musser	Password Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.06 1.06
INC000000251109	Mark Dalton Voice Operations	Telecom Annette Nielsen	Call/Receive Administrative Services	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.25
INC000000251132	Phil Molesworth Voice Operations	Telecom Annette Nielsen	Dial Tone Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.14
INC000000251199	Kevin Lucas Application Services	Application Martin Gonzalez	Reporting Administrative Services	Novell GroupWise Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 1.61
INC000000251529	Mindy Spring Metro B Help Desk	Application Ron LeBaron	Error Administrative Services	Microsoft Access Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 0.65
INC000000251572	Allyson Spevak Voice Operations	Telecom Lois Schow	Feature Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.37
INC000000251697	Emalee Gonsalves Help Desk	Application Brenda Treadway	Password Administrative Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.89 0.91
INC000000251760	Cynthia S Bowers Capitol Desktop Support	PC/Laptop Peter Musser	Hardware Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.61 5.39
INC000000251874	Dorothy Phillips Metro B Help Desk	Network Ron LeBaron	Incident Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.51
INC000000251956	Dorothy Phillips Metro B Help Desk	None Ron LeBaron	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000252103	Matthias Mueller Capitol Desktop Support	Application Peter Musser	Error Administrative Services	ZENworks for Desktops Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.22 1.27
INC000000252375	Sue Hoskins Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.65 3.65
INC000000252661	Kim Hood Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Medium	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.56 6.86
INC000000252753	Phil Molesworth Help Desk	Application Brenda Treadway	Password Administrative Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.07
INC000000252981	Susan White Capitol Desktop Support	Network Brian Bintz	Incident Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.79 9.80
INC000000253027	BRIAN FAY Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000253281	Rich Chaffee Help Desk	Telecom Brenda Treadway	None Administrative Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000253368	Mike Ambre Capitol Hosting	Application Conn Peterson	Error Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000253504	Mike Ambre Application Services	Mobile Devices Danielle Hood	Error Administrative Services	Droid Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.97 10.16
INC000000253634	Mary Ann Wright Capitol Desktop Support	Application Scott Wunderlich	Reporting Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 1.58
INC000000253721	Amanda Hensley Capitol Desktop Support	Application Peter Musser	Reporting Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.43 3.43
INC000000253897	Susan Mumford Application Services	Application Martin Gonzalez	None Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.09 3.17
INC000000253946	Kevin Lucas Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000254489	Jeff Mottishaw Voice Operations	Telecom Annette Nielsen	Call/Receive Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.38
INC000000254525	Chamonix Larsen Capitol Desktop Support	Network Brian Bintz	Incident Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.53 2.53
INC000000254994	Gregg Buxton Help Desk	Application Brenda Treadway	Password Administrative Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000255346	Kurt Miller Metro D Desktop Support	PC/Laptop Denise Wardle	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000255445	Rick Beckstead	Application	Error	None		TIR Missed: No	TIR:	0.14
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	3.58
INC000000255475	Yolanda Larrymore	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.36
	Help Desk	James Stearns	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.36
INC000000255567	Rich Chaffee	None	None	None		TIR Missed: Yes	TIR:	1.10
	Metro B Desktop Support	Michael Barth	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	5.17
INC000000255854	Doug Robinson	Network	Password	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000255941	Brian Gillies	Application	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	1.24